



# CUSTOMER CASE STUDY

McKinnon Secondary College, Victoria

Richard Long, Assistant Principal



**We are a school that aims for academic excellence. It's our core mantra and we have high expectations. We have built a teaching and learning program that is rigorous and challenges students to develop key knowledge and skills so they can have success in whatever they choose to do. Those high expectations and rigor underpin our success.**

We have an enormous number of students - over 2500 students with 500 year 7s. Sometimes problems emerge - with a big organization, you can't control that. And I don't want to have to chase things up. I don't have time to call up say, *hey, this is wrong*. In our third party partners we look for people who are organized and conscientious, where we can reach out for support and get answers in a timely manner. And **that's what Campion provide - great support when required.**

We're pretty self-sufficient, because we know what we want to do, and Campion knows us and then assists us when we need anything. The team are incredibly helpful and come up with great solutions and they are just a phone call away. Putting together book lists is a bit of an effort and sometimes mistakes are made, which makes me have sleepless nights, but Jim our Account Manager and Natalie on

resource lists are both really helpful. Customer service is always fantastic. If there is an issue or a request, Jim rings me directly straight away. Reflecting on other organizations we work with, that's just not the case. So when there's a problem it gets fixed, and I really, really appreciate that about Campion.

Campion have moved to a new online platform for building resource lists which is more user friendly. We've not had any issues with parents complaining about Campion. **If there were problems we would find out straight away, and we don't hear that about Campion.**

It's about trust and reliability. I always just trust Campion and appreciate the partnership we've got. Even as Campion has grown, we haven't lost that relationship. It's efficient and it's reliable and it works and we're happy.

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Richard Long  
Assistant Principal

**Contact the Campion team to discuss your school's needs:**  
e. [vicsales@campion.com.au](mailto:vicsales@campion.com.au)  
w. [campion.com.au](http://campion.com.au)



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